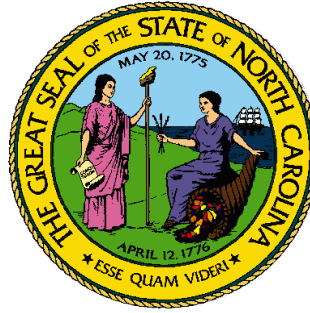


eRoom Support Structure, Team Roles and Responsibilities

eRoom

Last Update: [15-Oct-2007]

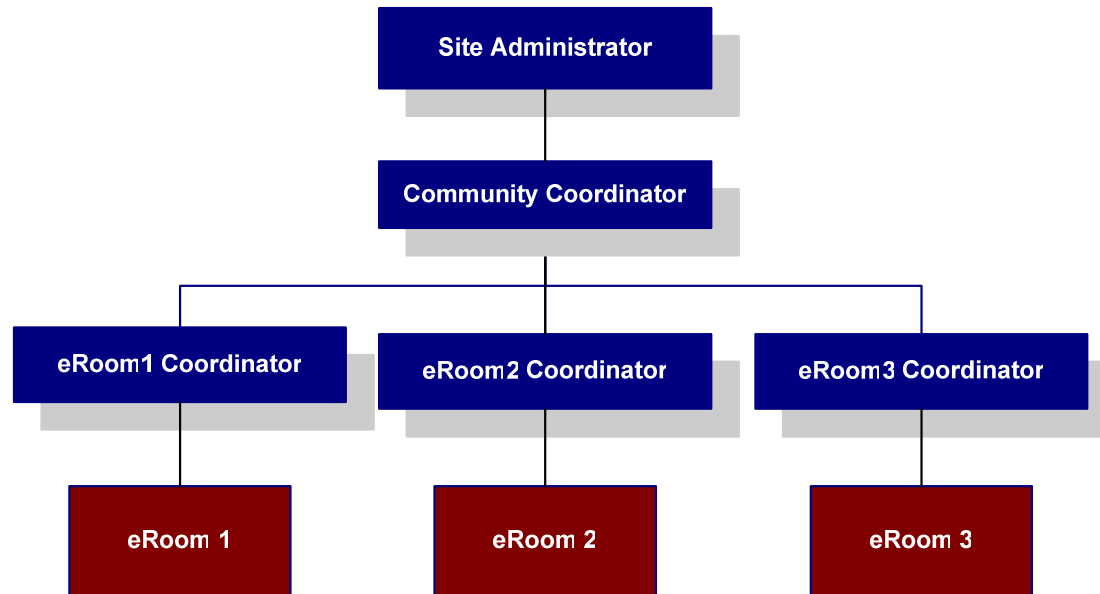
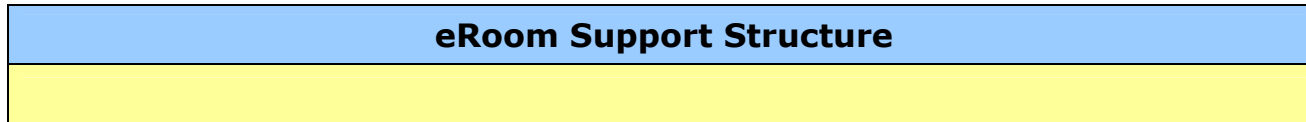


eRoom Roles and Responsibilities eRoom

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eRoom Support Team		
Goal: The eRoom team will work to ensure that the eRoom service maintains operational readiness relative to SLA agreements.		Meeting Frequency: Once a week for the first month then, monthly.
Role	Responsibilities	Member Name(s)
Site Administrator	<p>An eRoom Site Administrator is responsible for the daily maintenance and support of the entire eRoom infrastructure. This is the most critical role in a successful eRoom Service deployment, because Administrator can ensure availability of the entire service. The Administrator is directly responsible for compliance to the SLA agreements made at the beginning of the service agreement. Specific responsibilities include:</p> <ul style="list-style-type: none"> Tracking and managing capacity of the Configuration Items within the Service Implementing and enforcing the Backup and Recover Plan Configuring LDAP authentication for user base Ensuring that Security controls are in place and applying system patches Arranging training and second level support to Community Coordinators of the eRoom as needed Working with the eRoom Community & Site Administrators and other Coordinators to review, update, and implement eRoom standards and policies <p>An eRoom Administrator role is estimated to take 5 hours per month for a given Service. Desired skills:</p> <ul style="list-style-type: none"> Familiar with eRoom architecture and related technologies Detail-oriented and organized Excellent communication skills 	ITS Admin Team
Community Coordinator	<p>An eRoom Community Administrator is responsible for the daily support and maintenance, and user management of a given Community. This role serves as the "bridge" between the users and the application settings, and maintains control of settings that are often done by IT staff for other applications. eRoom's ability to decentralize the administration is most noted in the Community Admin role. Specific responsibilities include:</p> <ul style="list-style-type: none"> Ensuring directory connections are updated and maintained, and that community member lists are accurate Providing first and second level support to end users and coordinators Maintaining Community settings, including the creation of new facilities Maintaining Facility settings, including adding and updating enterprise databases 	Customer Admin

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	<ul style="list-style-type: none"> Ensuring that Security measures and other protocols supplied by Site Administrators are properly implemented Training coordinators and end users <p>An eRoom Community Administrator role is estimated to take 2 to 6 hours per month for a given Community. Desired skills:</p> <ul style="list-style-type: none"> Very familiar with the eRoom application and its features Experience providing Technical Support for a software application Detail-oriented, organized, and good follow-through skills Excellent communication skills 	
eRoom Coordinator	<p>An eRoom Coordinator is responsible for the daily maintenance, user management, and support of a given eRoom. This is the most critical role in a successful eRoom deployment, because Coordinators can ensure consistency across eRooms and the overall enforcement of standards and policies. By virtue of their unlimited access rights in an eRoom, coordinators possess the ability to monitor and update any activities in their eRoom. Specific responsibilities include:</p> <ul style="list-style-type: none"> Ensuring that files and other eRoom items are properly named and organized Implementing and enforcing the Archive and Purge Plan Adding, inviting, changing, and removing users from the eRoom Ensuring that Security measures, including access rights on items, are properly employed Providing training and first level support (or equivalent resources) to users of the eRoom as needed Working with the eRoom Community & Site Administrators and other Coordinators to review, update, and implement eRoom standards and policies <p>An eRoom Coordinator role is estimated to take 1 to 5 hours per month for a given eRoom. Desired skills:</p> <ul style="list-style-type: none"> Familiar with eRoom and have a good technical aptitude Detail-oriented and organized Excellent communication skills 	Customer Admin

Administrative Approval

We approve the project component as described above, and authorize the team to proceed.

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eRoom

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Name	Title	Date

Prepared By: Danny Bronson